

# INDIANA

## Consumer Sentinel Complaint Statistics and Trends

*January 1 - December 31, 2004*

**Total Number of Fraud and Identity Theft Complaints from Indiana Consumers = 11,442**



**Fraud Complaints from Indiana Consumers = 7,168**

### *Top Fraud Complaint Categories for Indiana Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Internet Auctions	1,807	25%
2	Shop-at-Home/Catalog Sales	854	12%
3	Foreign Money Offers	749	10%
4	Internet Services and Computer Complaints	711	10%
5	Prizes/Sweepstakes and Lotteries	637	9%

<sup>1</sup>Percentages are based on the total number of fraud complaints from Indiana consumers (7,168).

### *Amount Paid Reported by Indiana Consumers*

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid <sup>2</sup>
7,168	\$7,720,970	5,550	77%	\$1,391

<sup>2</sup>Average amount paid is based on the total number of fraud complaints where amount paid was reported by Indiana consumers (5,550).

### *Top Indiana Consumer Locations for Fraud Complaints*

Consumer City	No. of Complaints
Indianapolis	1,225
Fort Wayne	453
Evansville	184
Lafayette	183
Bloomington	175



**IDENTITY THEFT**  
Data Clearinghouse



**Identity Theft Complaints from Indiana Victims = 4,274**

### *Identity Theft Types Reported by Indiana Victims*

Rank	Identity Theft Type	No. of Victims	Percentage <sup>1</sup>
1	Phone or Utilities Fraud	1,286	30%
2	Credit Card Fraud	927	22%
3	Bank Fraud <sup>2</sup>	615	14%
4	Employment-Related Fraud	439	10%
5	Government Documents or Benefits Fraud	296	7%
6	Loan Fraud	172	4%
	Other	990	23%
	Attempted Identity Theft	261	6%

<sup>1</sup>Percentages are based on the 4,274 victims reporting from Indiana. Percentages add to more than 100 because approximately 18% of victims from Indiana reported experiencing more than one type of identity theft.

<sup>2</sup>Includes fraud involving checking and savings accounts and electronic fund transfers.

### *Top Indiana Identity Theft Victim Locations*

Victim City	No. of Victims
Indianapolis	929
Fort Wayne	282
South Bend	197
Gary	161
Elkhart	82
Evansville	82